

# Indiana 211



Indiana   
**211**<sup>TM</sup>  
Get Connected. Get Answers.



# What is Indiana 211?

- Indiana 211 is a free service that connects Hoosiers to thousands of health and human service agencies and resources right in their local communities - quickly, easily, and confidentially.
- Indiana 211 manages one of the most comprehensive and up-to-date databases of health, human and social services in Indiana
- Indiana 211 is a project partner to multiple state and non-profit partners



# 3 Easy Ways to Access 2-1-1



- Dial 2-1-1 or 1-866-211-9966, it's available 24/7
- We have an experienced and compassionate team of Community Navigators who are skilled at active listening that can identify needs and provide referrals that best meet those needs
- Our Community Navigators receive 80+ hours of on-the-job- training
- How and why we use a Social Determinants of Health Screening



- Text your zip code to 898-211
- Text conversations are live with one of our Community Navigators
- Available Monday through Friday from 8:00 a.m. to 5:00 p.m.



- Our online database can be found at [www.in211.org](http://www.in211.org)

# Current Projects





# Snapshot of 211 Resource Data



# Indiana 211 Statewide Resource Database

IN211 strives to have the most comprehensive and up-to-date database in the state.  
Our database contains information on thousands of health and human service agencies across Indiana.

**24,936** services  
available at  
**16,725** locations  
provided by  
**10,133** agencies

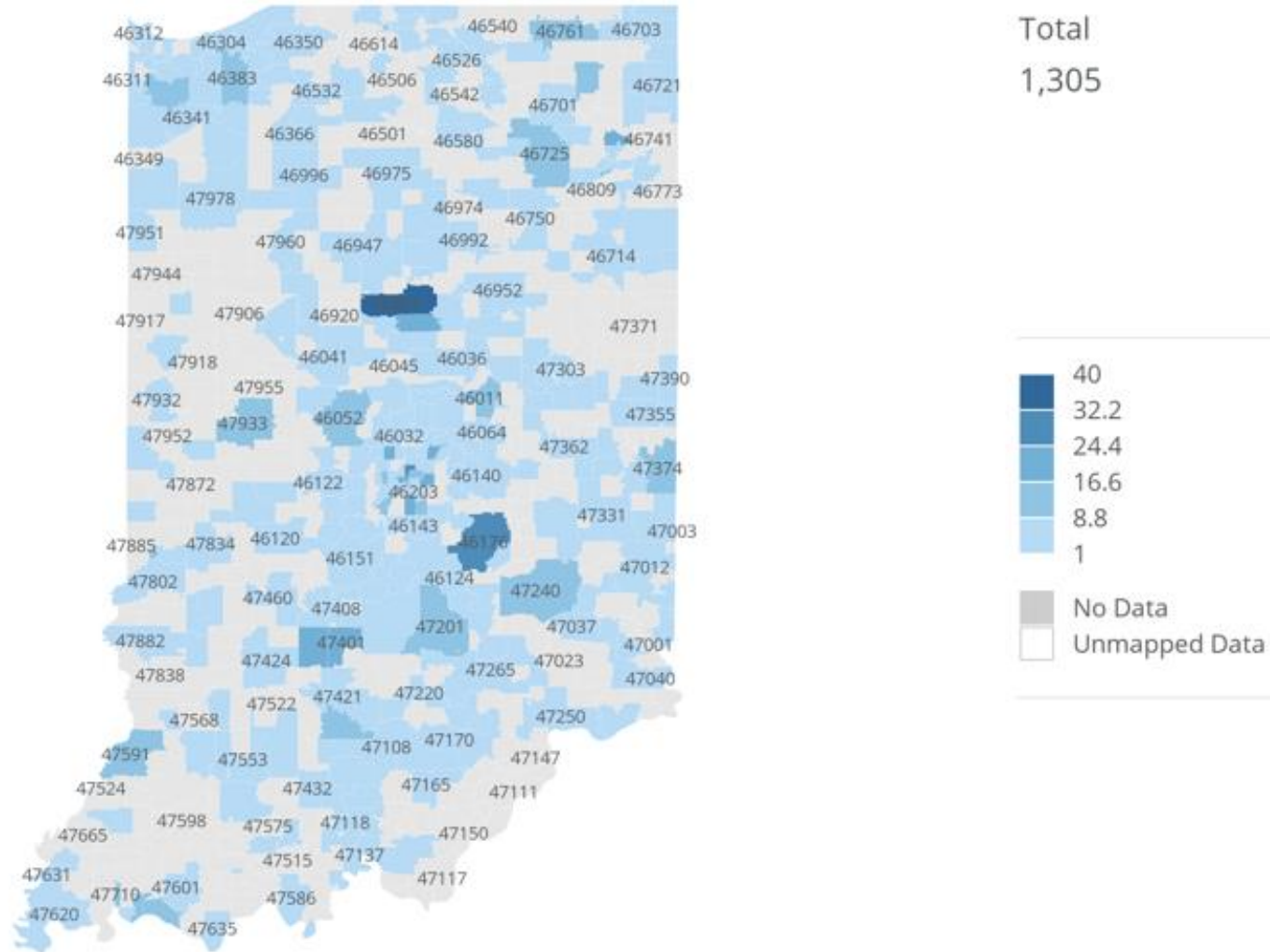


# Connecting Hoosiers with the Resources They Need



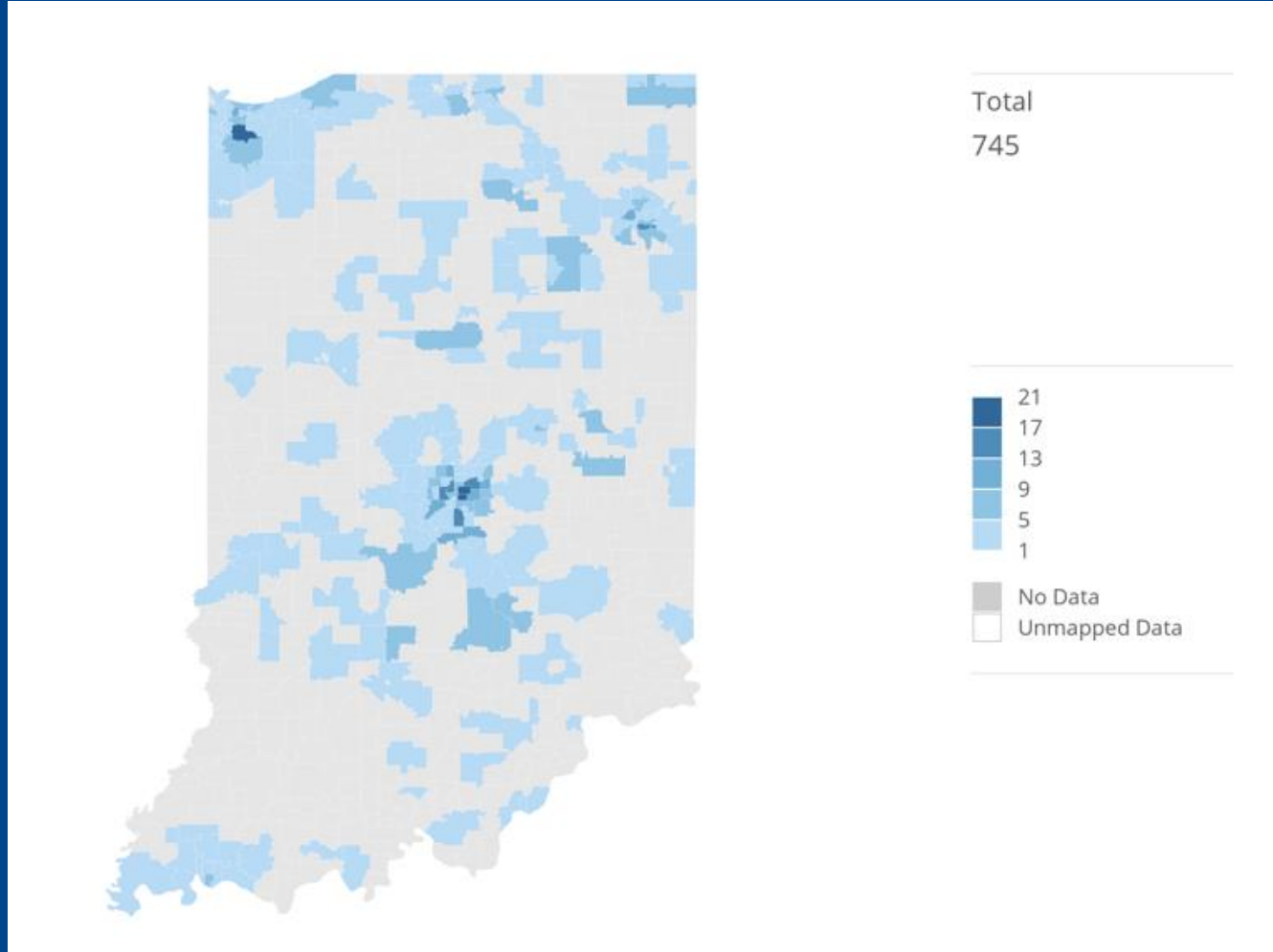


# Disability Services by Location



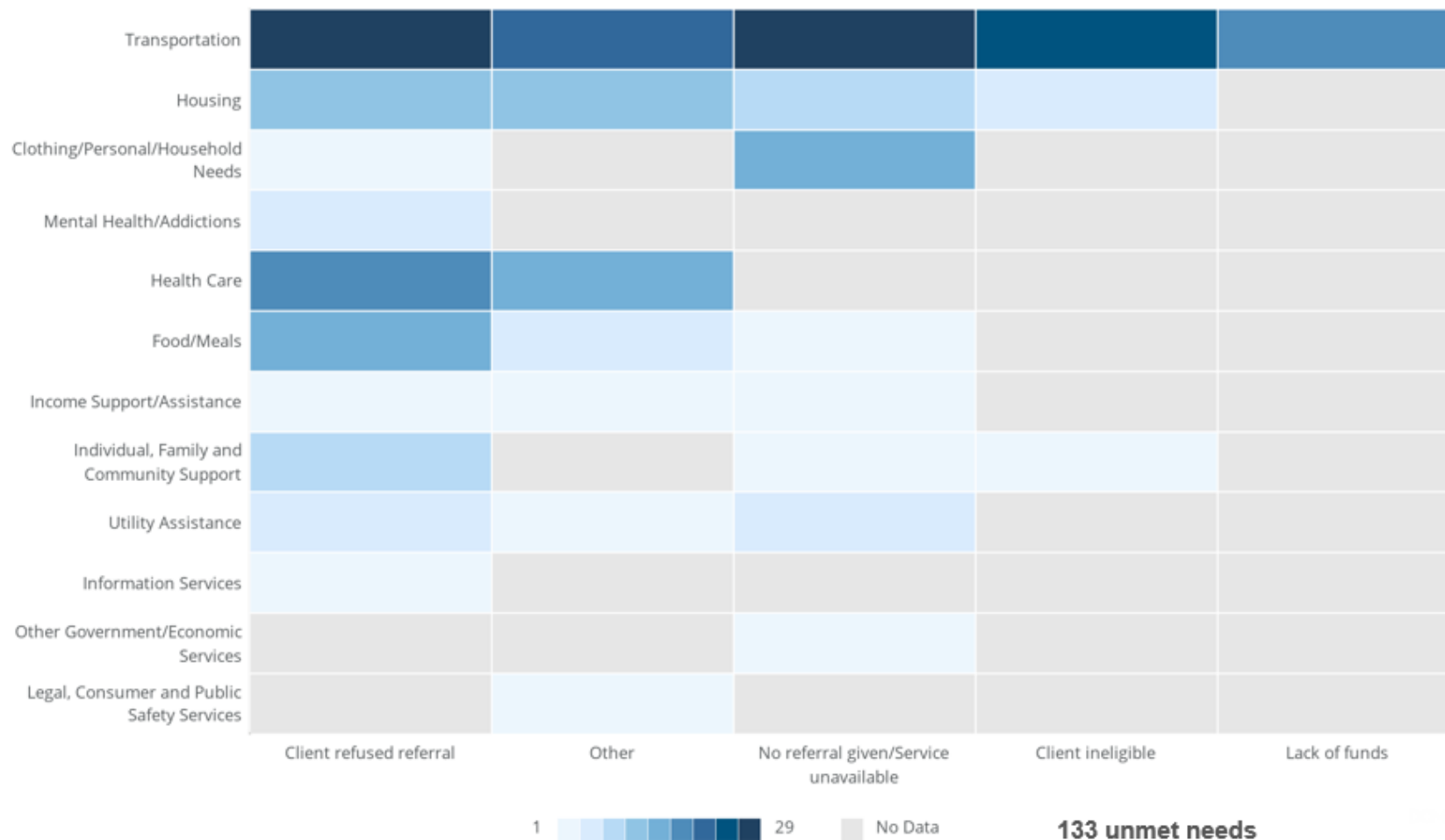


# Clients That Have Received Disability Related Referral Services



# Unmet Needs and Why

**for 211 clients that have received disability services**



# What did we learn?

1. Indiana 211 Resource Database is designed to be inclusive to all Hoosiers. As many resources are open to all Hoosiers, it can be difficult to identify resources specific to individuals with intellectual and developmental disabilities (IDD).
2. Indiana 211 will work with experts in the IDD field to establish procedures for identifying IDD needs in callers.
  - a. With improved procedures 211 will be able to provide more robust referral services to callers with IDD.
  - b. Through established data collection procedures, 211 will better capture data on the IDD community in Indiana and share data with stakeholders for data analysis



# QUESTIONS?

# Contact Information



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- For information and referrals dial 2-1-1
- For general inquiries email: [info@in211.org](mailto:info@in211.org)

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